

OBJECTIVE 3.2 Identify factors that contribute to the effective use of a police radio during an emergency response.

INTRODUCTION

The student will need to master one acceptable way of utilizing the radio in emergency situations. Individual agency policy and procedure may differ because of varying requirements. When the students return to their individual agencies, they should learn and master those requirements and follow them.

CONTENT

VALUE AND IMPORTANCE OF RADIO SKILLS

Of the many skills that officers are expected to master, few are more important than the operation of the police radio. Accurate and precise use of the radio in emergency situations becomes more critical.

1. It is important to the officers and to fellow officers because it can:
 - a. improve the officers' effectiveness by reducing response time in emergency and pursuit situations
 - b. increase the likelihood of obtaining help when it is needed
 - c. make the difference between effective response and ineffective response
2. The radio is the officer's source of communication between the dispatcher and fellow officers. Use it effectively and efficiently in order to avoid disaster.

RADIO TRANSMISSION ACCURACY

It is important that any information which the officer transmits over the radio be as accurate as possible. Inaccurate information may cause fellow officers to take inappropriate action and can result in a delay when requesting help or assistance. Regardless of how accurate and brief the message, when it cannot be understood by the dispatcher or other units, it is of no value.

TONE OF VOICE

The tone of voice should be calm, natural, and relaxed.

CONTROL OF EMOTION

The officer needs a good attitude when transmitting during emergency situations. The officer should always strive to be calm. A calm voice is easier to understand than an excited one. The more critical the situation the officer is reporting, the more important it is to transmit clearly. In stressful situations the rate of speech frequently increases. Consequently, the officer must attempt to control emotions so everyone hears and understands the transmission.

ENVIRONMENTAL FACTORS

There are a number of environmental conditions which may impact upon the quality of the officer's radio transmission.

Some common conditions are:

1. The siren
- 2.. Heavy traffic
3. Loud engine noise from sudden acceleration

TRANSMISSION CONTENT

The agency's policy will be the best source for determining exactly what information is to be transmitted during an emergency situation. There are a number of things, however, that may be consistently included:

1. Tell the dispatcher who you are.
2. Advise the telecommunicator of your emergency situation.
3. Indicate location and direction.

THE TEAM APPROACH

The critical participants in radio communication are the telecommunicator and the officer(s) involved in an emergency situation. Law enforcement vehicles operating with two officers assigned need to

agree upon a division of labor during an emergency situation. It is advisable to have the non-driver maintain communication. Officers in single assignment units must exercise greater care and caution when doing both. Remember that the officer can expand the size of the team by providing quality information to fellow officers.

SUMMARY

Radio communication is more critical in emergency situations. An officer must be prepared to use the radio efficiently and effectively. Ability to do so will enhance the officer's potential for responding to the emergency situation with quality police work.

SUGGESTED INSTRUCTIONAL METHODOLOGY

LECTURE WITH SLIDES

Present information from the content section. Show slides of radios from various agencies . Explain the controlling switches of the radio.

SMALL GROUP ROLE PLAYING

Divide the class into groups of 3 students. One member is to be a law enforcement officer in a vehicle, the other is to be a dispatcher; the third member of the group is an observer. Each group is given prepared scenarios of an emergency situation. The officer is to transmit this information to the dispatcher in accordance with the procedure recommended in the lecture. The dispatcher should respond as one would in an actual situation. The observer should give feedback to the law enforcement officer and the dispatcher as to how effective the communications were.

The team members rotate roles until each member has played all roles one or two times.

Walk among the groups, observing and commenting on individual performances.

RANGE

The same activity as described for the classroom small group can be used in the vehicle by having CB radios available to the students while they are driving or while they are in the back seat of the training vehicle. The instructor can give the scenarios.

RESOURCES AND AIDS

1. Police radio operator's manuals
2. Agency policy or procedure manual for radio communications
3. Tape recordings of radio communications during various types of emergencies

SUGGESTED EVALUATION METHODOLOGY

STUDENTS

1. Written or verbal responses to questions regarding radio operation and procedure during emergency response driving
2. Observation of demonstrated usage of the law enforcement radio during simulated emergency response, either on the practice driving area or on a public roadway

COURSE

1. On-the-job analysis of performance during emergency response
2. Analysis of the tape recorded dispatches during emergency responses

Effective Use of Police Radio During an Emergency Response

- **Accurate and Precise Use of the Radio Can:**
 - **Improve effectiveness of the officer by reducing response time**
 - **Increase the likelihood of obtaining help when it is needed**
 - **Make the difference between an effective and ineffective response**
- **Radio Transmission Accuracy**
 - **Inaccurate information may cause other officers to take inappropriate actions and may result in delays when requesting help or assistance. If the message cannot be understood, it is of no value.**
- **The Officer Must Control Both Voice and Emotion**

Factors Which Can Influence Radio

1. The Siren
2. Heavy Traffic
3. Loud Engine Noise From Acceleration

Content Of Your Radio Transmission

- Tell the dispatcher who you are.
- Advise the telecommunicator of your emergency situation.
- Indicate your current position, the direction you are headed, and the intended location.